

ISO 9001 Registration Project

Status Report for February 1998

Status, Progress, and Accomplishments

Project Schedule

- The Project is about four months behind schedule in obtaining final versions of Center level Procedures. The final versions of 23 of 25 procedures are complete, ready for use, and on the website. We do not have an estimated completion date from the Center personnel working on the remaining two procedures, which include *GSFC Directives Management System* (Code 230) and *Supplier Performance Evaluation* (Code 210).
- The full start up of Directorate and lower level procedure development has slipped in concert with the Center procedures and will begin in earnest in March, with an updated completion date of June 30, 1998.
- No change was made to the completion date for Work Instructions. It remains as September 30, 1998.

Institutional Budget

- The IPC granted the Project a budget that includes money for initial electronic systems development, ADP and AV equipment, PAO services, consultant services, and registrar services not covered in the LeRC contract with DNV.

GSFC Interim Quality Manual

- A new version of the Quality Manual is on the website. Harold rewrote it from front to back to reflect the changes in the directives numbering system and to align its format with the new Agency system.

Communications, Publicity, and Awareness

- The employee awareness presentations were started on February 2 and will continue into mid-March. A set of three sessions have been arranged at WFF, to occur on March 31 and April 1. The response has ranged mostly from the neutral to positive, with overall attendance at Greenbelt is expected to be about 1,200 for all sessions. Problems were encountered in coordinating publicity, getting printing done, and scheduling of employees for these sessions, but it is assumed from discussions with Code 110 that the attendance is typical for voluntary training that has received minimal management attention from most areas of the Center. The presentation is on the website in its entirety.

- Three items were distributed to personnel attending the presentations, including a single sheet discussion paper, and a GSFC-produced booklet on ISO 9001, and a commercial guide to ISO 9000.
- A variant of the above presentation will be given to E.C. on March 9.
- PAO is preparing two sets of badges, one for ISO 9000 Registrar Escorts and the other for Internal Auditors.

Training

- The formal training on ISO 9000 and auditing has gone very well. There are not any problems in filling the classes and the evaluations by the attendees have been favorable.

Center-level Procedures

- All the Center procedures on the website are in the GPG format, Harold having rewritten them all single-handed.
- The final number of GPGs will be either 24 or 25, depending on a Code 210 decision on how to handle supplier performance evaluation. It is currently identified as a separate procedure.
- GPG 1410.1 *GSFC Directives Management System* -- Harold prepared and posted on the website a version of the directives management system, which Code 230 also has been working on. We are not aware of any major issues regarding basic requirements or processes and are waiting for either a Code 230 draft or comments on the Project's draft.
- GPG 5100.1 *Procurement Process* -- Although a final version appears on the web site, Code 200 is still reviewing it and may propose changes before they consider it to be final.
- GPG 5100.2 *Supplier Performance Evaluation* -- Notes were sent to Codes 201 and 210 regarding the ISO 9001 requirements for supplier evaluation and requesting that a GPG be drafted to address them. No news about completion of a draft as of this report.

Electronic Systems Implementation

- All work on the EHBS has stopped and other courses are being pursued via Code 255. Meetings between the Project and Code 255 personnel are being scheduled to look at requirements and begin a search for solutions.
- Code 230 is working with Code 255 on an electronic system for managing directives. According to recent contacts with Code 255, the Center will adopt the ARC system that most other Centers will be using. It is not as full featured as the HQ NODIS II system (EHB based) but will do everything ISO 9001 requires and more.
- Electronic systems for Center-wide use will be investigated for Nonconformance Reporting and Corrective Action, Receiving Inspection, Supplier Evaluation, Work Order Authorizations.

- The search will include JSC and MSFC, who already have some systems they are using and may be suitable for adoption.

Directorate and Lower Level Procedures

- A planning document for directorate and lower level procedures was prepared and sent to the QMSC members. Harold's first thoughts were amended by him on 2/17/98 and the sheets placed on the website for everyone's viewing. The intent is to show the various directorates where to concentrate their efforts for internal procedures and work instructions.
- A proposal was made to Mr. Fuchs that each directorate establish some sort of temporary document review board, staffed mostly by management personnel, to work on identifying and developing these procedures. With the evaluation that this looked like a good approach, the Project was directed to take it to the individual directors and office heads for action.
- The Project issued a memorandum for distribution to all directorates and several Code 100 offices requesting that they develop an aggressive approach to procedure development. A copy of the recommended approach, the above mentioned planning document, and a summary of the new Center directives management requirements was enclosed. Requests were made for each addressee to provide the Project with a list of the procedures needed by March 30, to establish an electronic master list of the information about a the procedures by March 30, and to provide a completion schedule reflecting a June, 1998, completion date.

Issues and Concerns

- The Project schedule is about four months behind the original schedule. There needs to be significant management support behind the development of directorate and lower level procedures if the April 1999 date for the registration audit is to be met.
- The pressure for successful Center performance in the ISO 9001 arena may be considered as greater than before now that JSC and MSFC have successfully completed their registration audits.